REQUEST FOR PROPOSALS

FOR

FURNISHING AND DELIVERY

OF

WEBSITE REDESIGN AND MARKETING SERVICES

FOR

THE CURATORS OF THE UNIVERSITY OF MISSOURI

ON BEHALF OF

UNIVERSITY OF MISSOURI- KANSAS CITY

RFP # 21115

DUE DATE: May 11, 2021

TIME: 2:00 PM CDT

THE CURATORS OF THE UNIVERSITY OF MISSOURI
Prepared by:
Carla Gilzow
Strategic Sourcing Specialist
University of Missouri Procurement
2910 LeMone Industrial Blvd
Columbia, MO 65201

Date Issued: April 23, 2021

RFP # 21115

WEBSITE REDESIGN AND MARKETING SERVICES

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NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of **Website Redesign and Marketing Support Services**, **RFP #21115** which will be received by the undersigned at University of Missouri Procurement, until **May 11, 2021 at 2:00 p.m. CDT** <u>The University assumes no responsibility for any supplier's on-time receipt at the designated location for proposal opening.</u>

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

Carla Gilzow
University of Missouri Procurement
2910 LeMone Industrial Blvd
Columbia, Missouri 65201
Crgnn7@umsystem.edu

All questions regarding the RFP must be received no later than 12:00 PM on May 06, 2021.

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI
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UNIVERSITY OF MISSOURI REQUEST FOR PROPOSAL (RFP) GENERAL TERMS AND CONDITIONS & INSTRUCTIONS TO RESPONDENTS

A. General Terms and Conditions

- 1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.
- 2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the supplier shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
- 3. **Taxes:** The supplier shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
- 4. Sovereign Immunity: The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
- 5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services, and firms when the goods or services to be provided are equally or better suited for the intended purpose. In assessing overall value, consideration will be given to the extent to which proximity or Missouri preference of the supplier provides potential advantages or reduction of risks. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
- 6. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days' notice.

- 7. Equal Opportunity and Non-Discrimination: In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules, and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United Sates Government in such circumstances are incorporated herein by reference.
- 8. **Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. To qualify as a Diverse Supplier, the company must be at least 51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency.

The University of Missouri recognizes the following groups:

- MBE (Minority Owned Business Enterprise)
 - African American
 - Asian American (including Pacific Asian and Subcontinent Asian)
 - Hispanic American
 - Native American
- WBE (Women Owned Business Enterprise)
- DVBE (Service-Disabled Veteran Owned Business Enterprise)
- VBE (Veteran Owned Business Enterprise)
- LGBT (Lesbian, Gay, Bisexual, Transgender)
- DBE (Disadvantaged Business Enterprise)

Tier 2 Diverse Supplier Spending and Reporting: The University strongly encourages Supplier Diversity participation in all contracts for goods and services. Tier 2 spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers may be asked to submit Tier 2 information with Women and Diverse Owned Companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms on the contract: Direct and Indirect. Definitions and further explanation of these options is included in the Supplier Diversity Participation Form attached hereto.

Supplier Diversity Participation Form: If a respondent will be utilizing a diverse supplier as part of this contract, they must indicate their Supplier Diversity participation levels on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g. quarterly, annually) when business is awarded.

The University may monitor the supplier's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the supplier's payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the supplier from participating in future contracts.

- 9. Applicable Laws and Regulations: The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
- 10. Anti-Discrimination Against Israel Act: If this Contract involves the acquisition or disposal of services, supplies, information technology, or construction and has a total potential value of \$100,000 or more, and if Supplier is a company with ten (10) or more employees, then Supplier certifies that it, and any company affiliated with it, does not boycott Israel and will not boycott Israel during the term of this Contract. In this paragraph, the terms "company" and "boycott Israel" shall have the meanings described in Section 34.600 of the Missouri Revised Statutes.
- 11. Applicable Digital Accessibility Laws and Regulations: The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy.

Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product's current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a "roadmap" plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from supplier's failure to meet

WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility.

When installation, configuration, integration, updates, or maintenance are provided, the supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

12. Applicable Health Related Laws and Regulations: If these specifications or any resulting contract involves health care services or products, the Supplier agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Supplier with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of MU Health Care, is regulated under federal or state laws with regard to contracting with suppliers. The Respondent represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Respondent agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

13. Compliance with CDC Guidelines: (If Applicable)

Due to the changing nature of the COVID-19 pandemic, successful Supplier will monitor and comply with CDC and other federal, state, and local guidance; modifications to University operating procedures; and directives of University relating to protection of the health and safety of the University community.

NOTIFICATION TO UNIVERSITY IN EVENT OF POSITIVE COVID-19 CASE:

In the event any of the successful Contractor's personnel who have or are presently performing services for the University of Missouri (a) tests positive for COVID-19, or (b) has been in close contact with someone that tests positive for COVID-19, the successful Contractor shall immediately notify the University designated contact, and take immediate action to quarantine such person and any other Contractor Personnel who may have come in contact with the person testing positive for COVID-19, and assist University in identifying any other persons on the University campus who may have come in contact with such person. Contractor must clean and disinfect all areas any infected person may have contacted on University's campus, and any cleaning or sanitation costs resulting from a positive COVID-19 test of Contractor personnel are the sole cost and responsibility of Contractor.

14. Inventions, Patents, and Copyrights: The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

15. **Contractor Gifts:** The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee's, in accordance with University of Missouri Policy #26301, Suppliers.

B. Instructions to Respondents

Request for Proposal (RFP) Document: Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at Respondents' risk. It is the Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other

than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. Preparation of Request for Proposals: All Request for Proposals must be submitted in the format as specified in the detailed specifications and must plainly marked: Request for Proposal #21115 for Website Redesign and Marketing Support Services, emailed to crgnn7@umsystem.edu.

To receive consideration, Request for Proposals must be received, prior to the Proposal due date and time stated in this RFP. It is the respondent's full responsibility for the actual delivery of Proposals

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. Submission of Proposals: Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent's response is exempt from 610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be

incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response in order to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. Contract Award and Assignment: The successful Respondent(s) shall enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. Contract Termination for Cause: In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.

- 7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
- 8. Warranty and Acceptance: The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. Payment: Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be net 30 days. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

For consulting services and/or contract labor services performed for MU Health Care, the hourly rate and the number of hours worked must be included in the agreement and/or on the invoice submitted. Payment may not occur unless this information has been provided.

The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms.

- 10. Accounting Practices: The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
- 11. **Debarment and Suspension Certification:** The Contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).
- 12. **Cooperative Purchasing:** The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments, locations, and affiliates of the University of Missouri, including MU Health Care.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.

UNIVERSITY OF MISSOURI DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. OBJECTIVE

The Curators of the University of Missouri, a public organization, propose to contract on behalf of University of Missouri Kansas City (hereinafter referred to as "University") with an organization (hereinafter referred to as "Supplier"), to provide **Website Redesign and Marketing Support Services** as described herein.

The University of Missouri System reserves the right to make multiple awards and/or to reject any and all respondents. Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto. At the discretion of The University of Missouri System, this contract may be utilized for additional services with other affiliates on an as needed basis.

Two vendors may be awarded, one for the website redesign, and one for marketing support services. University of Missouri-Kansas City prefers one vendor with strong capabilities in both core deliverables. If two vendors are awarded both will be expected to work collaboratively with SourceLink to ensure the marketing strategy and website redesign are integrated efforts.

2. SCOPE

University of Missouri-Kansas City is seeking proposals from qualified professional firm(s) interested in providing the following: a professional website redesign for SourceLink (https://www.joinsourcelink.com); and 2) ongoing marketing and outreach efforts resulting in increased visibility and lead generation. Awarded vendor must be able to begin work once awarded. The awarded vendor must work to support SourceLink and provide a flexible team with the expertise to deliver the following core deliverables.

Project Outcomes: Website Redesign

The awarded vendor will

- Evaluate the existing SourceLink website (https://www.joinsourcelink.com).
- Provide new website design, sitemap, and usability enhancements to drive traffic, leads and engagement for business development.

SourceLink anticipates this part of the scope to take six to nine months.

Technical Requirement Considerations

SourceLink has an in-house web development team that creates and maintains websites for clients across the country. As a result, SourceLink will provide all hosting, maintenance, and upkeep of the newly developed website. Vendor will be primarily responsible for creating the website design (WordPress template) that can then be applied to an existing single site website on a multi-site platform.

Respondents must use (as much as possible) this list of approved plugins for the website development part of this proposal: https://www.joinsourcelink.com/wp-enhancement. SourceLink will consider but not guarantee the ability for vendor to use other pagebuilders and/or plugins.

SourceLink will provide and utilize existing copy from the current website and handle all content migration requirements. Copywriting services are not envisioned to be needed as part of this proposal, unless awarded vendor suggests otherwise for Search Engine Optimization (SEO) or improved messaging purposes.

Additional requirements and considerations for the website include:

- Must be built on WordPress.
- Must be compatible with SourceLink's existing multi-site deployment; SourceLink will support awarded vendor with access to a clean WordPress University-approved instance that meets our security requirements. Please note that this may preclude vendors ability to suggest or use not approved plugins referenced above.
- Must meet at least WCAG 2.0 AA accessibility guidelines. Vendor will agree to modify template design to conform with University guidelines as provided by SourceLink.
- Must include at least five webpage designs to accommodate the homepage, blog list page, generic landing page for a stand-alone product/service, and/other templates as awarded vendor deems fit to best communicate SourceLink offerings.

Project Outcomes: Marketing and Support Services

The awarded vendor will

- Create an annual content calendar and content approval process.
- Produce and send a monthly email newsletter.
- Provide social media production including two posts per week on SourceLink LinkedIn,
 Facebook and Twitter accounts which must match SourceLink's professional style and voice.
- Complete blog article creation including four articles a month at eight hundred (800) to one thousand and two hundred (1200) words with royalty-free image for each.
 - SourceLink will provide content ideas and referrals to SourceLink network of affiliates for quotes, stories, and/or interviews.
- Join SourceLink's weekly team call to review deliverables and upcoming content.
- Email a weekly re-cap of previous week's activities including pending items, report on number of hours used and social media mentions on Facebook, LinkedIn, and Twitter for the previous week.
- Attend monthly meetings with SourceLink leadership team and provide reporting on the performance and efficacy of marketing activities, and annual report. Reports must include at minimum: content of the post, platform of the post, impressions, shares, clicks, and conversions (e.g. newsletter signups).

- Develop and share a preferred method of sharing and approving content to be posted to the social media channels.
- Utilize software that allows for tracking and reporting marketing effectiveness as measured by at least impressions, clicks, shares and/or conversions (newsletter signups) as part of the weekly, monthly, and annual reporting requirements. For the annual reporting, SourceLink expects vendor to provide previous year to date performance information in regards to website and social traffic measured (users and pageviews, plus aforementioned metrics) at minimum.
- SourceLink will provide access to the Google Analytics and social media accounts currently online for ongoing monitoring and performance reporting.

In addition, awarded vendor must be able to provide marketing support services for additional or special projects as needed. Respondents who can demonstrate the ability to support these special marketing projects, as well as deliver the minimum requirements, will be given preference. Examples include: resource guides, annual reports, research reports, marketing videos, logos and general graphic design, see https://www.joinsourcelink.com/entrepreneurship-visualizations.

SourceLink anticipates the scope of work to be delivered during the entire twelve-month period.

3. BACKGROUND UNIVERSITY INFORMATION

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 24,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

The University of Missouri-Kansas City Innovation Center through its SourceLink® program works with economic developers in cities and regions across the United States. SourceLink helps identify communities' entrepreneurial resources and strengths to improve their value, impact and visibility. The goal is to help communities improve entrepreneurs' access to the vital, just-in-time, on-the-ground resources they need to accelerate their ideas and turn those into sustainable businesses that create jobs.

Founded in 2003, SourceLink works across the country to turn fragmented small business resources into cohesive and vibrant entrepreneurial ecosystems that attract startups, accelerate business growth, create jobs, and develop sustainable partnerships. SourceLink provides ready access to national best practices. The SourceLink team speaks widely at national and international conferences on the subject and has recently released "Beyond Collisions: How to Build Your Entrepreneurial Infrastructure," a book that lays the basis for an understanding of building entrepreneur support environments.

4. CONTRACT PERIOD

The contract period shall be from the date of award for one (1) year with the option to renew for four (4) one-year periods.

Each respondent is required to state their maximum percent increase for items awarded for the successive annual renewal periods, if applicable. The percent increase shall be a percentage change in the unit prices and shall not exceed that percent. The percent increase will be considered when evaluating the financial proposals.

The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in Section 172.250 RS MO. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with thirty (30) days' notice.

4. INSTRUCTIONS FOR PROPOSAL RESPONSE

Responses should be enumerated in the same order and fashion of the Mandatory and Desirable Specifications outlined within. Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability and how to meet the evaluation questions.

Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee both Mandatory and Desirable specifications are met. If "no response" or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject supplier's proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked and do not include large graphics. These are not valuable in the volume of information the various evaluating teams must review.

Please limit your proposal responses to no more than twenty (25) pages in response to the criteria. To assist with meeting the page requirement, vendors are encouraged to reference and use real hyperlink examples inside of the proposal that will not count toward the total page count (e.g. link to live blog post examples, websites, etc). Vendor understands that any live examples shared will be evaluated by the SourceLink technical team to evaluate vendor's experience with displaying and creating meta information for SEO and usability purposes, as well as evaluated for compelling messaging within the industry example provided.

Proposals must be submitted in the number and manner as specified below:

Volume I – Functional Section **MUST** be submitted electronically via email with the subject line labeled and identified as RFP #21115, Volume I. This section must be in PDF format and contain **in this order**:

- Response to Information for Respondents and General Conditions,
- Mandatory Specifications and supplier responses,
- Desirable Specifications and supplier responses,
- If there is a supplier related contract that must be signed as part of doing business, it should also be included in this section.

Volume II – Financial Section **MUST** be submitted electronically via a separate email with the subject line labeled and identified as RFP #21115, Volume II. This section must be in PDF format and contain **in this order**:

- Request for Proposal Form with any supplemental pricing schedules, if applicable.
- Authorized Respondent Representation.
- Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.
- Attachment A Supplier Diversity Participation Form.
- Attachment B Supplier Registration Information.
- Financial statements, if required.

Respondent must complete and return the University Proposal Form with proposal response. Supplier quote sheets are not acceptable forms of bidding and could cause rejection of response. All proposals must be plainly marked: Request for Proposal #21115 for Website Redesign and Marketing Support Services, Attn: Carla Gilzow emailed to crgnn7@umsystem.edu. Please allow transmittal time to ensure your response is received no later than the time stated on the RFP cover page.

Note: Any Respondent's Request for Proposal that makes material modifications to the University's Terms and Conditions may be found non-responsive, as solely determined by the University.

Confidentiality of Information:

All records received from a Supplier will be deemed public records and presumed to be open. If the supplier submits with the Request for Proposal any information claimed to be exempt under the Revised Statues of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Supplier as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the

extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."

5. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL

Respondents must meet the mandatory/limiting criteria to be "qualified" for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to suppliers' responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request suppliers to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

The University may request suppliers selected as finalists to come onsite to the University, at the supplier's expense, for presentations as part of the RFP selection.

Proposals will be awarded based upon the functional and financial evaluation.

INSURANCE REQUIREMENTS

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

Commercial General Liability Contractor agrees to maintain Commercial General Liability at a limit of not less than \$1,000,000 Each Occurrence, \$2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. Contractor agrees to endorse The Curators of the University of Missouri, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

Workers' Compensation & Employers Liability Contractor agrees to maintain Workers' Compensation in accordance with Missouri State Statutes or provide evidence of monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

Professional Liability Contractor agrees to maintain Professional Liability at a limit of not less than \$1,000,000 Each Occurrence.

Contract Language

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. Contractor/Party is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

Indemnification

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Contractor or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their subcontractors in the performance of this contract.

6. MANDATORY CRITERIA

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

1.	It is mandatory that the agency will execute deliverables as listed in the scope of work above unless an edited list of deliverables is mutually agreed upon. CONFIRM Yor N Provide information to support your answer.
2.	It is mandatory that the respondent have experience in successfully completing similar projects with at least two years' experience in the field. CONFIRM Yor N Provide information to support your answer.
3.	It is mandatory that the University retain rights to all creative work produced by an agency or subcontracted agency. CONFIRM Yor N Provide information to support your answer.
4.	It is mandatory that the respondent be able to begin work at the time of the award. CONFIRM Yor N Provide information to support your answer.
5.	It is mandatory the respondent must work with UMKC IT and must comply and sign the UMKC IT Consultant Agreement at the time of award. CONFIRM Y or N

7. DESIRABLE CRITERIA

It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

- 1. List a brief bio/resume of internal staff to be assigned to this project along with descriptions of staff technical expertise and experience. An assigned dedicated business manager for SourceLink to work with that can deliver exceptional design, copywriting, and project management experience is strongly preferred.
- **2.** Provide information on your company's abilities with both website redesign and marketing support services which resulted in business development outcomes.
- **3.** Describe in full detail, your company's previous experience and/or understanding of the entrepreneurship economic development industry.
- **4.** Describe in full detail, your company's approach to the solution(s) needed to meet the scope of work above.

- **5.** Describe your company's ability grow with SourceLink and support the team with potential additional marketing services (design and/or video projects).
- **6.** Provide three professional references capable of attesting to relevant project experience areas. For each reference, provide contact name, contact phone, contact email, organization name and organization mailing address.

Website Redesign

- **7.** Provide at least one example of a website redesign project implemented by your organization.
- **8.** Describe in full detail, your company's expertise with WordPress website redesign projects as it pertains to the scope of this project.
- **9.** Provide a detailed timeline with expected deliverables to be complete for website redesign.
- **10.** Describe in full detail, your company's expertise with SEO and copywriting that drives engagement and inquiries.

Marketing and Support Services

- **11.** Provide at least one example of a marketing support project implemented by your organization including client testimonials and references.
- **12.** Submit three (3) previous writing examples (e.g. blog posts) associated social media marketing copy to promote the posts preferred.
- **13.** Describe in full detail, a detailed timeline with expected deliverables to be complete for marketing and support services.
- **14.** Provide examples of two or more of your company's ability to also produce high quality marketing assets preferred (e.g. posters, logos, flyers).
- **15.** Provide information, and at least one example of a report, on your company's reporting abilities including but not limited to performance analysis for website and social traffic measured.

REQUEST FOR PROPOSAL FORM

REQUEST FOR PROPOSALS FOR FURNISHING AND DELIVERY OF WEBSITE REDESIGN AND MARKETING SERVICES

FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI- KANSAS CITY

RFP # 2115 DUE DATE: May 11, 2021 TIME: 2:00 P.M., CDT

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by the University of Missouri.

Website Copy Creation and/or Migration Hourly costs associated with the creation of brand-new content, image design, and/or copy migration from existing website\$ One-time cost for the website redesign \$ SourceLink will provide all hosting, maintenance, and upkeep of the newly developed website. Respondents should not include any ongoing website costs in the response, except in case of paid theme, plugin, or page builder. All plugins, page builders, and/or templates must be clearly articulated with annual cost for SourceLink to purchase on our multi-site deployment. Marketing and Support Services Hourly costs separate for any additional projects outside of the marketing and support services or in additional to flat rate. Annual Cost for the marketing support services \$ Additional Fees for as needed marketing support services projects \$ Costs included in proposals must be all-inclusive and include any outsourced or contracted work. Any outsourced or contracted work must be clearly articulated in the response.

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State any applicable maximum price increases for renewal years:

AUTHORIZED RESPONDENT REPRESENTATION

Authorized Signature		Date		
Printed Name		Title		
Company Name				
Mailing Address	Mailing Address			
City, State, Zip				
Phone No.	Federa	eral Employer ID No.		
Fax No.	E-Mail	Aail Address		
Number of calendar days delivery after recei	ipt Pa	yment Terms:		
of order:	•	•	lt. Early pay discounts encoura	ged.
Select Payment Method: SUA	·	ACH	Check	
Circle one: Individual Partnership	Coi	rporation		
If a corporation, incorporated under the law	s of the	State of		
Licensed to do business in the State of Misso	ouri?	yes	no	
Maintain a regular place of business in the S	tate of N	/lissouri?	yesno	

This signature sheet must be returned with your proposal.

ATTACHMENT A SUPPLIER DIVERSITY PARTICIPATION FORM

The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. The University's Supplier Diversity efforts reflect this mission.

<u>Tier 2 Supplier Diversity Information</u> - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- <u>Direct dollars -</u> those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
- <u>Indirect dollars</u> based on a percentage of revenue the University represents to the supplier. An example is as follows:
 - Supplier's Total Revenues: \$10,000,000
 - Revenues from University \$: \$4,000,000
 - University % of Total Revenues: 40% (#2 divided by #1)
 - o Total MBE Dollars \$: \$ 150,000
 - Total WBE Dollars \$: \$ 150,000
 - Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
 - Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
 - Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
 - University % Attributable Revenue: 3% (#8 divided by #2)

1.	Does your company have a Supplier Diversity Program? If so, describe efforts your company has made to increase business with Women and Diverse Owned businesses (i.e. does your
	company have a policy statement, participate in outreach activities, promote diverse firm
	subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please
	provide examples (use additional pages if needed):

	and procurement spend for the prior year was Are you able to provide this information specif			
3.	If you are a non-diverse owned company, complete the following table indicating the percentage your company will subcontract with certified Women and Diverse Owned businesses should your company be the successful bidder. Note: If your company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.			
	Supplier Name	% of Contract	Specify Direct or Indirect	
	nere are questions <u>regarding supplier diversity and the same of t</u>	at the University, cor	ntact Teresa Vest,	
	THIS FORM MUST BE SUBMIT	TED WITH THE DECD	ONCE	

ATTACHMENT B SUPPLIER REGISTRATION INFORMATION

Completion of this section is strongly encouraged. Please review and check ALL applicable boxe
SMALL BUSINESS CONCERN:YesNo
The term "small business concern" shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is bidding. We would consider any firm with 50 employees or less a "small business concern".
WOMAN OWNED BUSINESS (WBE):YesNo
A woman owned business is defined as an organization that is 51% owned, controlled and/omanaged, by a woman. The determination of WBE status depends solely on ownership ar operation and is not related to employment. The firm should be certified by a recognized agence.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.
MINORITY BUSINESS ENTERPRISE (MBE):YesNo
A minority business is defined as an organization that is 51% owned, controlled and/or manage by minority group members. The determination of minority status depends solely on ownersh and operation and is not related to employment. The firm should be certified by a recognize agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an by the appropriate space below.
1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh (A
 Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwa Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Tru Territories of the Pacific or the Northern Marianas.
3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa(
 Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speakin areas Mexico, Central America, South America and the Caribbean Basin onl (H)
5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, ar regarded as such by the community of which the person claims to be a part.

(e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail. VETERAN BUSINESS ENTERPRISE Yes No SERVICE DISABLED VETERAN BUSINESS ENTERPRISE Yes No MISSOURI FIRM: _____Yes _____No A Missouri Firm is defined as an organization which has and maintains within the State of Missouri a regular place of business for the transaction of their business. **BUSINESS TYPE:** ____(M) Manufacturer Distributor/Wholesaler ____(D) _____(F) Manufacturer's Representative Service ____(S) _____ (R) Retail Contractor ____ (C) __ (O) Other SOLE PROPRIETORSHIP: _____Yes _____No SUPPLIER'S CERTIFICATION: The undersigned hereby certifies that the foregoing information is a true and correct statement of the facts and agrees to abide by the laws of the State of Missouri and the rules and regulations of the University of Missouri System now in effect including any subsequent revisions thereof. Supplier acknowledges that it is his/her responsibility to keep the information current by notifying the University of Missouri of any changes. Signature of Person Authorized to Sign this Supplier Registration Information Form

A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency